



Tennessee Applicant Background Check Procedures

IN ORDER TO COMPLETE THE PROCESS APPLICANTS MUST COMPLETE THE FOLLOWING STEPS:

1. REGISTRATION

- All applicants must first contact their respective agency to obtain the necessary information needed to register
- If your agency registers you at the time of contact, go to step 2.
- If your agency **does not** register you at time of contact, call **1-877-862-2425** (24 hours, 7 days a week) to register

2. PAYMENT

- If you are an applicant whose agency is paying for the service, go to step 3
- Call **1-800-964-7690** to submit payment via credit or debit card over the phone
- Go online to www.tnprints.com to submit payment via credit or debit card
- Render payment at the time of service with a Money Order or Cashiers check made payable to Cogent Systems

3. FINGERPRINTING

- Wait one day (over night) after you have completed your registration (does not have to be 24 hours)
- Bring a valid drivers license or state issued ID card
- Go to the facility nearest you to be fingerprinted, no appointment is necessary

****Fingerprinting can not be done until step 1 and 2 are completed****

****PLEASE CONTACT YOUR RESPECTED AGENCY FOR RESULTS****



KEY TERMS

Term	Definition
Applicant	The individual who is required to submit to a fingerprint based background check.
Agency	The entity that is responsible for licensing Applicants . Agencies must be registered with the Tennessee Bureau of Investigation (TBI) and have a valid ORI number.
Registration	To avoid processing delays Agencies have been requested by TBI to register Applicants at www.tbibackgrounds.com . Applicants may also Register at the Call Center . Prior to contacting the Call Center Applicants must obtain a valid ORI Number from their Agency.
Payment	The Agency determines who pays for the fingerprint services. If the Agency is paying for your fingerprint services, no payment by you is required. Otherwise, Applicants must pre-pay their fingerprint services at www.tnprints.com or by calling 1-800-964-7690. Money orders made out to Cogent Systems are also accepted at the fingerprint service sites.
ORI Number	The Originating Agency Identifier is a nine-character identifier assigned by FBI and designates each Agency that is allowed to submit data to TBI. You must know your ORI Number before attempting to register online or by phone. Contact your originating Agency , NOT TBI or COGENT, for your ORI Number .
Contact Information	
Call Center	1-877-862-2425 Applicant Registration
Web Sites	www.tbibackgrounds.com (Agency Only Registration) www.tnprints.com (Applicant Payment by Credit or Debit Card) www.cogentsystems.com (Informational purposes only)
Email	TNPrintsInfo@cogentsystems.com (for additional questions not answered in the FAQ's)



Fingerprint Service Sites

1. You must be registered at least one day prior to being fingerprinted
2. Fingerprint locations can not answer questions regarding Registration.
3. Please refer ALL questions to the Agency that is requesting you to be fingerprinted.

WESTERN TENNESSEE	MIDDLE TENNESSEE	EASTERN TENNESSEE
<p>Palmetto Verification Solutions 1196 Poplar View Lane S. Suite 1 Collierville, TN 38017 Mon to Fri 8A to 5P</p>	<p>Academy of Personal Protection & Security 336 Hill Ave Suite 102 Nashville, TN 37210 Mon, Wed, Fri 8A to 4:30P Tue, Thurs 8A to 7P Sat 1st and 3rd of the month 10A to 4P</p>	<p>Wynne Investigations 150 Cherokee Street Kingsport, TN 37660 Mon to Fri 9A-5P</p>
<p>The UPS Store #4691 2156 B North Highland Ave. Jackson, TN 38305 Mon to Fri 8A to 5P</p>	<p>Integrity International Security Services 211 University Avenue Clarksville, TN 37040 Mon to Fri 8:30A to 4:30P</p>	<p>The UPS Store #4526 875 Hwy 321 N Lenoir City, TN 37771 Mon to Fri 8:30A to 7P, Sat 9A to 3P</p>
<p>Memphis City Schools 2597 Avery Ave Memphis, TN 38112 Mon to Fri 8A to 4:30P</p>	<p>Metro Nashville Public Schools 2601 Bransford Ave. Nashville, TN 37204 Mon to Fri 8A to 4:30P</p>	<p>The UPS Store #5304 6923 Manardville Hwy Knoxville, TN 37918 Mon to Fri 9A to 6P, Sat 11A to 2P</p>
<p>Rapid Print 984 C Wayne Road Savannah, TN 38372 Mon to Fri 8A to 5P</p>	<p>Middle Tennessee State University Campus Police Department 1412 East Main Street Murfreesboro, TN 37132 Mon to Fri 9A to 5P, closed 12P to 1P NO MONEY ORDERS ACCEPTED</p>	<p>Putnam County Sheriff 421 East Spring Street Cookeville, TN 38501 Mon to Fri 8A to 5P</p>
<p>Range USA 2770 Whitten Road Memphis, TN 38133 Tues to Fri 11A to 7P, Sat 11A to 5P</p>	<p>The UPS Store #1995 2288 Gunbarrel Road Chattanooga, TN 37421 Mon to Fri 8:30A to 7P</p>	<p>Knox County Schools Knox Central Building 1000 North Central St. Knoxville, TN 37917 Mon to Fri 8A to 4:30P</p>
<p>Obion Sheriff Department 1 Law Lane Union City, TN 38261 Mon to Fri 8A to 5P</p>	<p>Tri State Security Incorporated 1302 Maincell Drive Columbia, TN 38401 Mon to Fri 8A to 5P</p> <p>Sumner County School BOE 695 E. Main Street Gallatin, TN 37066 Mon, Wed, Fri 8A to 4:30P</p>	



TAPS Applicant Processing Fee Schedule

Applicant should be registered with Tennessee Bureau of Investigation (TBI) one day prior to arriving at the fingerprint service locations.

Applicant that has TBI and FBI Search Standard processing	\$ 56.00
Applicant that has TBI and FBI Search Expedited processing	\$ 59.00
Volunteer Applicant when TBI and FBI search is performed Standard processing	\$ 44.00
Volunteer Applicant when TBI and FBI Search is performed Expedited processing	\$ 47.00
Applicant (when only TBI search is performed) Standard Processing	\$ 32.00
Applicant (when only TBI search is performed) Expedited processing	\$ 35.00
Volunteer (when only TBI search is performed) Standard Processing	\$26.00
Volunteer when only TBI search is performed Expedited Processing	\$ 29.00
Hazardous Materials Applicant (when TBI and FBI search is performed)	\$ 90.00
Hazardous Materials Applicant (when TBI and FBI search is performed) Expedited Processing	\$ 93.00



FAQ'S

- Q. What do I have to do before I can be fingerprinted?
- A. You must complete registration and submit payment if applicable. Refer to the outlined steps for further instructions.
- Q. How do I get the results of my fingerprinting?
- A. Tennessee Bureau of Investigation (TBI) will submit your results to your respected agency. Please **DO NOT** contact Cogent for results, agencies only receive this information.
- Q. Can I get a receipt to verify I have been fingerprinted?
- A. We do not supply receipts but if your agency requires you to have one, you can print the registration form, fill it out and take it with you when you are fingerprinted to be initialed by the operator to serve as a receipt.
- Q. When can I call to register?
- A. The registration call center is available to you 24 hours a day, 7 days a week at 1-877-862-2425.
- Q. Do I have to wait a full 24 hours after registration to be fingerprinted?
- A. No. Our systems update nightly, therefore you may go any time the following day. It is only required that you wait over night.
- Q. How will I know if my agency registered me?
- A. When you call your agency to obtain the necessary codes, at that time, they may take the information needed to register you and instruct you to submit payment if needed. The agency may provide you with the necessary codes and not take any information from you (i.e.: name, DOB, sex, height, weight, etc.). If that is the case, you must call the toll-free number provided in the instructions to register with our call center.
- Q. What payment options do I have?
- A. You have several options. For payment options please refer to the instruction page. Fingerprinting will not be done until payment is made.
- Q. Will I get a confirmation number when I register?
- A. If you request a confirmation number, the operator can provide you with one.

If you have any further questions that have not been answered, please send an email to tnprintsinfo@cogentsystems.com



TAPS Applicant Information Form
Complete this form then call to register at 877-862-2425
Printing this form does not complete registration

Agency Name	_____	Agency ORI	_____
Last Name	_____	First Name	_____ Middle Name _____
Date of Birth	_____	Place of Birth	_____ Sex <input type="checkbox"/> M <input type="checkbox"/> F
Race	_____	County of Citizenship	_____ SSN _____
Eye Color	_____	Hair Color	_____ Height _____
Applicant Address _____			
City	_____	State	_____ Phone _____
Type of Transaction	_____	Prepaid to Dept. of Safety?	<input type="checkbox"/> Y <input type="checkbox"/> N
Payment To Be Made By	<input type="checkbox"/> Agency	<input type="checkbox"/> Applicant	
Originating Agency Case Number	USE FOR DCS & BUREAU OF SAFETY GUN PERMITS _____		
Agency Provider Number	USE FOR DHS _____	Agency Provider Suffix	USE FOR DHS _____
Does the Applicant transport children, adults, handicapped, or hazardous material? <input type="checkbox"/> Y <input type="checkbox"/> N			
License Number	_____	License State	_____
Employer Name _____			
Employer Address _____			
City	_____	State	_____ Zip _____
Hire Date _____			



****This form is provided to use as a guide when calling to register. For instructions on how to complete the process please refer to the instructions section.**